Library Plan of Service

Hercules Public Library

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Executive Summary -Library Services

There is no public library in the City of Hercules at present. When the Hercules Public Library is built, Contra Costa County Library will operate it. As a branch of the Contra Costa County Library, the Hercules Public Library will share the mission and goals of the County Library. The *Library Plan of Service, Hercules Public Library,* integrates County Library goals, local objectives and information gathered from the *City of Hercules Community Library Needs Assessment.*

The *Library Plan of Service, Hercules Public Library* integrates technology to address a variety of community needs and to expand the scope and depth of resources that will be available in the Library. It also uses technology to extend access to Library resources and services beyond the walls of the Library so that they will be available after Library hours and to residents unable to visit the Library. When the Hercules Public Library opens, Hercules residents will have local access not only to a collection of print and audiovisual materials, but also access to the full array of electronic resources and services offered online by the Contra Costa County Library through its Home Page. Hercules residents will find the value of these services and resources enhanced by the instruction and guidance in using these resources and services available at the Hercules Public Library.

Major services outlined in the *Plan* address library service needs identified in the *Community Library Needs Assessment.* The *Plan* employs service indicators to assess the success of the Library in meeting service needs.

Library services for preschool children address the need for additional local resources for these children, their parents and their caregivers. Services include age-appropriate story hours, visits from Library staff to preschools and day care centers, instruction for parents and caregivers in selecting library materials for preschool children, instruction for parents and caregivers in introducing preschool children to books and reading, and orientations to the library for preschool teachers, day care center staff and childcare providers.

The Library will cooperate with the City of Hercules and the West Contra Costa Unified School District in operating a Computer/Homework Center in the Library. The services and resources to be offered in the Center rely heavily on new technology and electronic resources. The Center will provide elementary and secondary school students with access to the County Library's online public access catalog, electronic databases, the Internet and to print and electronic bibliographies and pathfinders related to specific assignments. The Center will provide instruction for students and their parents in making the most effective use of print and online resources. Volunteers will provide one-on-one tutoring in the Center and students will have access to interactive online homework help as well. The Library will provide reference and information services to students in person, over the phone, via email, and through interactive online services.

To serve the information, research and lifelong learning needs of adults, the Library will provide adults with reference and information services in person, over the phone, via email, and through interactive online services. The Library in collaboration with the

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Hercules Chamber of Commerce will augment these services with programs that target the information needs of the business community. The Library will meet the lifelong learning needs of seniors and other adults in the community in collaboration with the City of Hercules Recreation and Community Services Department and the staff of West Contra Costa Adult Education by providing services such as classes on new information technologies. The Library will also offer individuals and community groups orientation to and instruction in navigating the County Library's Web site and electronic resources. To provide access to Library resources and services to those unable to visit the Library, Library staff will work with staff of the Hercules Senior Center and with the operators of residential care facilities to design and implement direct delivery of library services and resources to the homebound and to residents of care facilities.

To meet the cultural and recreational needs of Hercules' residents of all ages, the Library will collaborate with the staff of the City's Recreation and Community Services Department on planning and offering programs for children and their families in the evenings and on the weekends at the Library. The Library will enlist the assistance of staff in the City's Recreation and Community Services Department who work with teens and staff of the new Hercules Middle/High School in identifying potential members for a teen advisory council to assist the Library in planning services and programs for teens. The Library will promote recreational reading through participation in the County Library's Summer Reading program for children and its fall Teen Reading Program, and through the sponsorship of adult book discussion groups in the Library.

The Library will enlist the assistance of community organizations in developing and offering exhibits, programs and services for residents of all ages. For example, community ethnic and cultural organizations will help the Library plan programs such as bilingual story hours that celebrate the different cultures represented in the local population and will help organize and promote conversation groups in the Library for adult English language learners. The Library will also collaborate with the Hercules Historical Society on programs to increase awareness of and appreciation for local history.

The Library will work with the City, other public agencies, local businesses, and community organizations to develop electronic links to community and government information, to identify and collect local government documents and publications on local history, and to promote the Library's role as a community information center.

The print and audiovisual collections of the Hercules Public Library, a well-trained staff, and access to Contra Costa County Library's electronic resources will support library services. The Hercules Public Library staff will work with City staff, the Hercules Library Commission, the Friends of the Library and other community organizations to initiate a high quality volunteer program. Volunteers will help plan, support, and extend library services.

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Mission Statement

The Contra Costa County Library brings people and ideas together.

Goals and Objectives

The Contra Costa County Library will operate the Hercules Public Library. As a branch of the Contra Costa County Library, the Hercules Public Library will share the mission, and goals of the Contra Costa County Library as outlined below. The *Library Plan of Service, Hercules Public Library* integrates County Library goals, local objectives and the information gathered from the *City of Hercules Community Library Needs Assessment.* The *Plan* employs service indicators to assess the success of the Library in meeting service needs during the first year of operation and to set benchmarks for future assessment and evaluation.

> **Goal #1:** **Children and young adults in the community have access to a range of high quality services.**

Objectives:

1. To provide two picture book times for children three to five years of age and two Toddler Times for children eighteen months to two years of age per week.
   <u>Service indicator</u>: attendance.
2. To each year invite preschools, day care and childcare providers to bring the children in their care to the library for visits.
   <u>Service indicator</u>: number of visits.
3. To collaborate with local preschool teachers, day care and childcare providers including the staff of City operated day care centers to develop a program for parents of preschool children on the importance of an early introduction to books and reading; and to present the program in the evening as well as during the day.
   <u>Service indicators</u>: number of times program is offered, attendance at each program and participants' evaluations.
4. To provide volunteers to read aloud to children on an informal basis in the Library through the County Library's Book Buddies program.
   <u>Service indicators</u>: number of hours volunteered, number of children served, ages of children served.
5. To provide library cards and a library experience to all Hercules second graders through the Contra Costa Reads Program.
   <u>Service indicators</u>: percentage of children enrolled in elementary school second grade classes with a library card by the end of the school year.

6. To reach 10% of the target population in grades six through twelve with the County Library's Teen Reading Program.
   Service indicator: number of participants compared to number of students enrolled in grades six through twelve in schools serving Hercules.

7. To partner with the West Contra Costa Unified School District to provide an after-school Computer/Homework Center for students in kindergarten through 12th grade in the Library.
   Service indicators: attendance, evaluations of effectiveness from referring teachers, surveys of students and parents.

8. To provide access for elementary school children to *Kids Catalog Web (KC Web)* an easy-to-use and engaging graphical interface to the Library's children's collections that offers over 11,000 pre-selected, age-appropriate, and content-specific links to the World Wide Web.
   Service indicators: user surveys, number of users instructed, activity log analysis.

9. To provide elementary and secondary school students with access to a wide range of electronic databases such as *Opposing Viewpoints Resource Center* and *Student Resource Center-Gold* to meet their curriculum-related information needs.
   Service indicators: user surveys, number of virtual reference transactions.

10. To provide elementary and secondary school students with access to online reference services 24 hours a day 7 days a week through *Q & A Café* a live online reference service of Contra Costa County Library and library communities in the Greater Bay Area Golden Gateway Library Network.
    Service indicators: user surveys, number of virtual reference transactions.

11. To augment the services provided by volunteer tutors in the Computer/Homework Center by providing elementary and secondary school students with access to *Live Homework Help with tutor.com* in the Library and in the Computer/Homework Center.
    Service indicators: user surveys, statistical use.

12. To provide secondary school students with access to *Learnatest.com* to assist them in developing the test-taking skills necessary for making a successful transition from high school to college or career.
    Service indicators: user surveys, statistical use.

13. To work with professional development staff in the West Contra Costa Unified School District and the John Swett Unified School District to plan and hold an open house and orientation to the Library for Hercules' kindergarten through 12th grade teachers in the Library every fall.
    Service indicators: attendance, participants' evaluations.
14. To collaborate with the ethnic and cultural organizations in the City to offer bilingual story hours as well as other multicultural programs for school age children.
    Service indicators: number of programs and attendance.
15. To collaborate with the City's Recreation and Community Services Department on planning and offering family programs in the evenings and on the weekends in the Library.
    Service indicators: number of programs, attendance.
16. To collaborate with the City's Recreation and Community Services Department to offer craft programs for school age children.
    Service indicator: attendance.
17. To involve teens in planning, delivering and offering library services to teens.
    Service indicator: number of teens participating.

Goal #2:	Community members are able to obtain materials and services to pursue lifelong learning and to meet their individual information needs.

Objectives:

1. To achieve an annual circulation in the Library's first year of operation that exceeds the number of items borrowed by Hercules residents from other Contra Costa County Library branches in fiscal year 2003-2004 by 25%.
   Service indicator: total circulation for first full year of operation compared to number of items borrowed by Hercules residents in fiscal year 2003-2004.
2. To collaborate with the City's Recreation and Community Services Department and West Contra Costa Adult Education to provide a series of programs for seniors and other interested adults on using computers and taking advantage of new information technology.
   Service indicators: number of programs, attendance and participants' evaluations.
3. To collaborate with the Hercules Senior Center and with residential care facilities in designing an outreach program to bring library services to the homebound and to residents of care facilities.
   Service indicator: number of homebound seniors and residents of care facilities receiving library service delivery.

4. To provide public training to assist library users in navigating the County Library's Web site and in using the County Library's electronic resources.
   Service indicators: type and number of programs, attendance and participants' evaluations.

5. To provide access for adults to reference services 24 hours a day 7 days a week through *Q & A Cafe* a live online reference service of Contra Costa County Library and library communities in the Greater Bay Area Golden Gateway Library Network.
   Service indicators: user surveys, number of virtual reference transactions.

6. To enlist the assistance of the Hercules Chamber of Commerce in planning and hosting an open house and orientation in the Library to introduce local business people to library services and resources.
   Service indicators: number of times offered, attendance and participants' evaluations.

7. To collaborate with the Hercules Chamber of Commerce on designing a series of programs and seminars on topics of critical interest to local business people.
   Service indicator: number of programs implemented, attendance, participants' evaluations.

8. To collaborate with the community's ethnic and cultural organizations to develop programs to meet the library service needs of Hercules' multiethnic, multicultural and bilingual population as well as the needs of English language learners.
   Service indicators: scope of community participation, number of programs implemented, attendance.

9. To employ videoconferencing to bring remote and interactive seminars, workshops and conferences to the Library to support local business, to encourage and support lifelong learning for seniors and other adults, and to meet the specialized needs of English language learners, and the disabled.
   Service indicators: number of programs offered, number of participants, participants' evaluations.

10. To greatly expand the depth and scope of resources available to Hercules residents by providing access to a number of online databases and resources such as *National Newspaper Index, General Business File ASAP,* and *Health Reference Center.*
    Service indicators: user surveys, number of virtual reference transactions.

11. To enhance and enrich patrons' experience with and use of the online public access catalog by providing software that allows patrons to create a personal Web page on the Library's Web site.
    Service indicator: user surveys.

Goal #3:	**Collections meet the variety of educational, recreational and cultural information needs of the community.**

Objectives:

1. To select and purchase efficiently and effectively an opening day collection that meets user demand for recreational and informational materials in a variety of media based upon information gathered in the *Community Library Needs Assessment* and upon the priorities outlined in the *Contra Costa County Library Collection Development Plan.*
Service indicators: circulation, turnover rate, fill rate, user surveys.

2. To solicit input from the community's ethnic and cultural organizations in the selection of Tagalog, Chinese and Spanish language materials and in the selection of multicultural materials.
Service indicators: participation of organizations, circulation, turnover rate, fill rate, user surveys.

3. To include, in the opening day collection, non-English language and multicultural materials for all patrons of all ages in a variety of media based on local community needs.
Service indicators: circulation, turnover rate, fill rate, user surveys.

4. To expand access for Spanish speaking residents of Hercules to Spanish language titles through *Informe* an online collection of full-text articles in Spanish on law, health, technology, culture, current events and other topics.
Service indicators: user surveys, number of virtual reference transactions.

5. To expand access for Chinese speaking residents of Hercules to Chinese language titles through Chinese language e-books.
Service indicators: user surveys, statistical use.

6. To offer digital audio books to expand the number of audio books available to meet the needs of Hercules' many commuters as well as the needs of seniors and the visually impaired.
Service indicators: circulation, fill rate, user surveys.

7. To provide access to e-books to expand the scope of materials available to Hercules Public Library patrons.
Service indicators: circulation, fill rate, user surveys.

8. To solicit input from the Hercules Historical Society about materials in a variety of formats on the history of Hercules appropriate for the library collection.
Service indicators: circulation, turnover rate, fill rate, user surveys.

9. To solicit input from teachers in the West Contra Costa Unified School District and the John Swett Unified School District about the types of materials the Library might purchase to support students in completing classroom assignments.
Service indicator: circulation, turnover rate, fill rate, user surveys.

10. To solicit suggestions for recreational reading titles for kindergarten through 12th grade students from teachers in the West Contra Costa Unified School District and the John Swett Unified School District.
Service indicator: circulation, turnover rate, fill rate, user surveys.
11. To work with the City, other public agencies, and community organizations to develop appropriate electronic links between those agencies and the Library and to assure that the library collection efficiently and effectively provides access to all public documents essential to an informed citizenry in easily accessible format.
Service indicators: online hit rate, in-library use, fill rate, user surveys.

Goal #4:	The library recruits, hires, trains and retains the most competent personnel available to meet service expectations.

Objectives:

1. To develop methods to identify and attract qualified applicants for all positions assigned to the Hercules Public Library, including local community recruitment, participation in job fairs, email postings.
Service indicators: number and quality of applicants.
2. To make every effort to reflect the community's ethnic and racial diversity in the staffing of the Library.
Service indicators: number and quality of applicants.

Goal #5:	The library provides a high quality volunteer program that offers meaningful opportunities to sustain and enhance the library service program.

Objectives:

1. To work with City staff, the Hercules Library Commission, the Friends of the Library and other community organizations to initiate a high quality volunteer program for the Hercules Public Library.
Service indicators: number of programs using volunteers, number of volunteers, number of hours volunteered.
2. To incorporate the participation of volunteers in each new service program in every planning cycle.
Service indicators: number of volunteers participating, number of hours contributed to planning process.

Goal #6:	Community is well informed about library services and needs.

Objectives:

1. To collaborate with the Hercules Library Commission and the Friends of the Library to create a local publicity plan for marketing library services and programs.
   Service indicator: library visits, program attendance.
2. To establish outreach contacts, inaugurate a series of public presentations and media pieces to promote the new library facility, its services and programs.
   Service indicators: number of contacts made, number of presentations given.
3. To have library staff members, Hercules Library Commissioners and the Friends of the Hercules Library represent the Library in community events.
   Service indicators: number of events, types of participation.
4. To invite community organizations, City departments and commissions and other local public agencies to make use of the Library's display and exhibit space to share ideas and community information.
   Service indicators: number of participating organizations, number of displays, exhibits.
5. To use video production equipment to record and disseminate information about Library programs and services.
   Service indicators: number of events, types of participation, number of participating organizations.

Goal # 7:	Technology is utilized to improve and increase public access to library materials and services.

Objectives:

1. To promote public use of the electronic resources and services offered by the Contra Costa County Library at the Hercules Public Library and over the Internet through the County Library's Home Page.
   Service indicators: amount of press coverage, number of community presentations made, user surveys.
2. To work with staff of the West Contra Costa Unified School District and the John Swett School District to encourage and facilitate effective student use of the Hercules Public Library's Computer/Homework Center and its electronic resources and services.
   Service indicators: number of students using the Computer/Homework Center, user surveys.

3. To provide increased access for Hercules residents to County government online services through the Library's Internet workstations and e-commerce functions of the County Web site.
   Service indicators: user surveys, number of successful online transactions, number of participants attending training sessions.
4. To use multimedia authoring tools for both online and off-line software demonstrations and training tools to extend staff expertise and Library services beyond the walls of the Library to Hercules residents 24 hours a day 7 days a week.
   Service indicators: user surveys, evaluations.

Goal #8:	Technology is used to improve staff efficiency to better serve the community.

Objective:

1. To enhance patron self-help options by providing self-check machines, by providing patrons with telephone and online access to their library records to renew books, get a list of items checked out, get a list of fines and overdue charges, or find out if requested items are ready for pickup, and by allowing patrons to download their patrons records to hand-held electronic devices.
   Service indicators: number of telephone renewals, number of online renewals, number of self-check transactions, user surveys.
2. To enhance patron self-help options and increase staff efficiency by allowing wireless access to the online public access catalog from hand-held electronic devices.
   Service indicators: user surveys, staff evaluation, fill rate.
3. To use hand-held electronic devices in combination with bar code scanner devices for shelf reading, filling requests, correcting circulation data to efficiently improve the accuracy of catalog and circulation records.
   Service indicators: user surveys, staff evaluation, fill rate.
4. To provide instant messaging for reference service between Hercules Public Library staff and other Contra Costa County Library staff to improve and facilitate public service delivery.
   Service indicators: staff evaluation, hours of instruction per staff member, total reference activity.
5. To optimize the handling, processing and security of library materials as they move out of, back into and through the Library using digital materials flow management.
   Service indicators: circulation, fill rate, turnover, number of items set to lost or missing.

Goal #9:	**Library facilities are inviting, accessible and meet community need.**

Objective:

1. Contra Costa County Library will work with the City of Hercules, the Hercules Library Commission and residents to provide design input to the architects for the Hercules Public Library.

How goals and objectives respond to the needs assessment:

The Community Library Needs Assessment identifies a number of roles the Library will adopt to meet the service needs identified by participants in the Community Library Needs Assessment process. Those roles are:

- support for formal education for elementary and secondary high school students,
- lending library for popular materials in a variety of formats,
- source of information and support for personal research and lifelong learning,
- preschool child's introduction to reading,
- community gathering place, *and*
- community information center.

Support for Formal Education:
The City of Hercules and its residents place a high priority on providing school age children with quality education and a rich learning environment. This community priority was evident in key informant interviews, focus group sessions, and in the community telephone survey. Planning documents for the City of Hercules also reflect this community priority. Among a number of community needs cited in those documents is the need for "increased support for kindergarten through high school students in their educational pursuits." The City has made a commitment to this priority by appointing the Blue Ribbon Committee on Education.

The Library will acknowledge this community priority and fulfill the role of support to formal education with Objectives 5 through 13 under **Goal #1 (Children and young adults in the community have access to a range of high quality services).** Objectives 3 and 9 under **Goal #3 (Collections meet the variety of educational, recreational and cultural information needs of the community)** also respond to the formal educational needs of children.

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<u>Lending Library of Popular Materials:</u>
The people of Hercules are already active public library users despite the lack of a library in their own community. They are eager to have local access to recreational reading materials, both books and magazines, to readers' advisory tools and services, to audio books, to music CDs, to videocassettes and to DVDs. The fact that there is no bookstore and access to only a limited selection of videocassettes and DVDs for rent and music recordings for purchase in Hercules only adds to the sense of deprivation residents feel when endeavoring to fulfill their recreational reading, viewing and listening needs locally. Residents for whom English is a second language would like materials in their primary language. Seniors and individuals with vision problems would like materials in large type.

Objective 1 of **Goal #2 (Community members are able to obtain materials and services to pursue their own learning and meet their individual information needs)** seeks to expand library use by Hercules residents. Objectives 1 through 7 of **Goal #3 (Collections meet the variety of educational, recreational and cultural information needs of the community)** contribute to the Library's role as a lending library of popular materials and help meet the community's need for recreational reading, viewing and listening materials.

<u>Source of Information and Support for Personal Research and Lifelong Learning:</u>
Hercules residents are well educated and sophisticated consumers of information. The vast majority of respondents to the community telephone survey conducted by Godbe Research & Analysis in January 2001 as part of the needs assessment process indicated that they have access to the Internet at home. Recognizing that not all of their information needs can be satisfied over the Internet, residents want the Library to offer them an array of print and electronic reference resources in the Library. Residents also want the Library to provide a skilled professional staff to assist them in identifying appropriate resources and in making the most effective use of those resources in fulfilling their information and research needs. The provision of such materials is implicit in Objective 1 of **Goal #3 (Collections meet the variety of educational, recreational and cultural information needs of the community)** in which the selection and purchase of the Library's opening day collection is described. The need for assistance from skilled staff is addressed in Objective 4 of **Goal #2 (Community members are able to obtain materials and services to pursue their own learning and meet their individual information needs).** With this objective, the Library strives "to provide public training to assist library users in navigating the Library's electronic resources". Objective 1 of **Goal #4 (The library recruits, hires, trains and retains the most competent personnel available to meet service expectations),** in which the Library commits itself to develop methods to identify and attract the best candidates for each library position, further addresses this need.

The City is actively working to retain its senior citizens and looks to the Library to assist in this effort by providing easily accessible opportunities for seniors to continue their lifelong learning. Many of the City's senior population are among those residents who are not computer literate and have little if any experience with the Internet. This need is addressed in Objective 2 of **Goal #2 (Community members are able to obtain materials and services to pursue their own learning and meet their individual information needs).** The Library will collaborate with the City's Recreation and Community Services Department and with West Contra Costa Adult Education to provide a series of computer literacy programs for seniors and other interested adults.

The telephone survey conducted by Godbe Research & Analysis in January 2001 found that in 13% of the households surveyed a language other than English is the primary language spoken. Participants in the needs assessment process want the Library to assist adults in these households with English language development. The *Library Plan of Service* addresses this adult learning need also under **Goal #2** with Objective 8 which enlists the aid of the community's ethnic and cultural organizations in designing and implementing library programs and services to address the needs of this part of the population.

The *Economic Development Element* of the *Hercules General Plan* identifies "lack of local access to resources and information as one of the factors impeding business promotion and retention in Hercules. To help address this need the *Library Plan of Service, Hercules Public Library* adopts Objectives 6 and 7 of **Goal #2 (Community members are able to obtain materials and services to pursue their own learning and meet their individual information needs).** Objective 6 says that the Hercules Public Library will "enlist the assistance of the Hercules Chamber of Commerce in planning and holding an open house and orientation in the Library annually to introduce local business people to library services and resources." Objective 7 outlines collaboration between Hercules Chamber of Commerce and the Hercules Public Library in "designing a series of programs and seminars on topics of critical interest to local business people." This partnership between the Library and the Chamber will augment the Chamber's efforts to date to address the information needs of the local business community. Collaboration with the Chamber of Commerce will also assure that Library programs, resources and services for the business community are integrated with other efforts to promote and retain businesses in the City.

Preschool Child's Introduction to Reading:
Staff of private preschools and day care centers and of the three childcare centers operated by the City of Hercules expressed a need for local resources to help them instill a love of reading and books in preschool children. They want to be able to take groups of children to the Library and to invite Library staff to visit their classrooms and centers to

read aloud to children or to tell them stories. They want to collaborate with Library staff in providing programs and services to the parents of preschool children. Even the *Hercules General Plan* acknowledges the community's need for "expanded local resources for preschool children, their parents and caregivers." Objectives 1 and 2 of **Goal #1 (Children and young adults in the community have access to a range of high quality services)** describe planned programs for preschoolers. Objective 3 under that same goal acknowledges the importance of collaboration with preschool teachers, and day care and childcare providers in meeting the library service needs of preschool children and their parents and caregivers.

Community Gathering Place:
Participants in the key informant interviews, focus groups and in the School/Library Joint Venture Project planning process all stressed the need for the Library to serve as a gathering place. They identified a number of needs this role would fulfill including:
- place for teens to socialize,
- place for seniors to socialize,
- meeting space for community organizations,
- destination for school and group field trips,
- venue for community-wide events,
- focal point for the celebration of cultural diversity and the development of a sense of an integrated community identity, *and*
- location for family-oriented recreational events.

These various needs will be addressed in part in the library building program as the program responds to the space needs implicit in fulfilling this role. However, many of the goals and objectives in this plan of service also acknowledge the role of the Library as a gathering place and speak to these needs. Objectives 1-3,7 and 14-16 of **Goal #1 (Children and young adults in the community have access to a range of high quality services)** outline the Library's plans for bringing children and their parents into the Library for cultural and recreational programs. The need for teens to have a place to socialize will be addressed in the building program, but is also implicitly covered in Objective 17 of **Goal #1.** With that objective the Library seeks to involve teens in planning library services and programs to meet their needs.

Community Information Center:
Residents participating in the needs assessment process not only want the Hercules Public Library to serve as a community gathering place, but also they want it to be a focal point for the distribution of community information. **Goal # 6 (Community is well informed about library services and needs)** captures the essence of this role. Particularly important under this goal is Objective 4 which invites community organizations, City departments and commissions, and other public agencies to make use of the Library as a place to share ideas with and communicate information to the community at large.

The role of Community Information Center is also addressed in Objectives 8 and 11 of **Goal #3 (Collections meet the variety of educational, recreational and cultural information needs of the community).** Objective 8 commits the Library to working with the Hercules Historical Society to make sure that the library collection makes complete and accurate information about the history of the City available to all residents. Objective 11 commits the Library to working with the City, other public agencies and community organizations to develop appropriate electronic links between the Library and other City and community resources. The purpose of these links would be to facilitate access to and promotion of library services, programs, and resources as well as improving the access of Hercules residents and Library users to the programs, services and resources of the City, other public agencies and community organizations. Objective 11 also commits the Library to working with the City and other local public agencies to make sure that current public documents critical to informed decision-making are available to all citizens in the appropriate format and in a timely manner through the Library.

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Types of Services Offered

The Hercules Public Library will provide preschool children, their parents and care givers with:

- Toddler Time, a 20 minute to a half-hour weekly program of simple stories, flannel boards, finger plays, stretches and songs for the 18 month to two year old child accompanied by a parent or caregiver,
- Picture Book Time, a half-hour weekly program that includes the reading of three to four picture books with finger plays and stretches offered between books for the three to five year old child not yet in kindergarten.
- visits from the Youth Services Librarian to day care facilities and preschools,
- visits to the Library by groups from day care facilities and preschools,
- instruction and guidance for parents and other caregivers and in introducing preschool children to books and reading, in selecting books for preschool children, and other topics of critical interest to parents and caregivers,
- orientations to the Library for preschool teachers, day care center operators and childcare providers, *and*
- lists of recommended books for preschool children.

The Hercules Public Library will provide school age children and their parents with:

- reference and information services in person, over the phone, via email, and through interactive online services such as *Q & A Cafe*,
- assistance in identifying and locating appropriate print and electronic resources for school assignments,
- instruction in making effective and appropriate use of the Internet for enjoyment and to complete school assignments,
- instruction in using a variety of print and electronic resources to complete school assignments,
- after school homework help provided by volunteer tutors and over the Internet through *Live Homework Help with tutor.com*,
- bilingual story hours, craft programs and family recreational programs,
- participation in the Contra Costa County Library Summer Reading Program,
- visits from the Youth Services Librarian to elementary school classrooms to discuss library services and provide book talks,
- visits from elementary school classes to the Library for orientation,
- orientation to the Library for all elementary school teachers in Hercules every fall,
- advice on selecting recreational reading, listening and viewing materials,

- pathfinders, bibliographies and reading lists to support completion of school assignments,
- age-appropriate reading lists,
- instruction and guidance for parents in assisting elementary school children with school assignments, in monitoring children's use of the Internet, and in instilling in their children a lifelong interest in reading and learning, *and*
- space for individual and small group study as well as the Computer/Homework Center.

The Hercules Public Library will provide teens with:

- reference and information services in person, over the phone, via email, and through interactive online services such as *Q & A Cafe*,
- assistance in identifying and locating appropriate print and electronic information resources for school assignments,
- instruction in making effective and appropriate use of the Internet for enjoyment and to complete school work,
- information, materials, programs and electronic resources such as *Learnatest.com* to assist them in the transition from high school to college and/or career,
- after school homework help provided by volunteer tutors and over the Internet through *Live Homework Help with tutor.com*,
- advice on selecting recreational reading, listening and viewing materials,
- pathfinders, bibliographies and reading lists to support completion of school assignments,
- age appropriate reading lists,
- quiet study spaces for individuals and small groups,
- middle and high school class visits to the Library for library orientation and research,
- connectivity for portable technology devices,
- programs with high appeal such as skateboard demonstrations and teen poetry readings,
- participation in the County Library's Teen Reading Program held annually in the fall to coincide with the American Library Association's Teen Read Week,
- opportunities to volunteer and to join a teen advisory council to provide input to the Library on the design and implementation of services and programs for teens, *and*
- an inviting, comfortable space in which to socialize.

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The Hercules Public Library will provide Adults with:

- reference and information services in person, over the phone, via email, and through interactive online services such as *Q & A Cafe*,
- assistance in making effective use of the Library's print and electronic information resources,
- assistance in locating specific print and audiovisual titles,
- instruction in using personal computers and computer software and in navigating the Internet,
- connectivity for portable technology devices,
- a browsing collection of popular new materials for reading, listening to and viewing,
- a collection of general interest magazines and local and national newspapers displayed for easy access in a comfortable and well lit reading area,
- reader's advisory assistance in person and through online services such as *Novelist* and *What Do I Read Next,?*
- access to software to create a personal Web page on the County Library's Web site,
- support for and assistance in organizing and maintaining English as a Second Language conversation groups and book and current issues discussion groups,
- programs on the cultural heritage of the ethnic and racial groups represented in the population of Hercules,
- materials on citizenship and English language development,
- programs on the history of Hercules,
- programs on topics of current interest in the City ranging from hobbies, home maintenance and personal financial management to City and regional planning,
- space to exhibit work by local artists, artifacts of local history, and displays that reflect the cultural heritage of the community's many different ethnic and racial groups,
- a place to hold community multicultural events and historical events,
- space to display and provide access to information on City and other local agency operations and issues, on community organizations and their activities, and on other community events, issues and activities,
- meeting space for community organizations,
- access to local, state and federal government information in print and online,
- lists of local employment opportunities,
- tax forms and assistance,
- voter registration and election information,
- a place for the City and community organizations to recruit volunteers, *and*
- opportunities to volunteer and to participate in library services planning and promotion.

LIBRARY PLAN OF SERVICE

HERCULES PUBLIC LIBRARY

The Hercules Public Library will provide the business community and the staff of the City of Hercules with:

- reference and information services in person, over the phone, via email, and through interactive online services such as *Q & A Café,*
- programs of critical interest to small business people and home-based business operators,
- annual open house and orientation to the Library and its services,
- a location for announcing job openings,
- expanded local access to electronic and print sources of business and local, state and federal government information,
- resources for continuing education and staff development including videoconferencing services,
- meeting space, *and*
- opportunities to volunteer and to support community library services.

The Hercules Public Library will provide seniors and people with special needs with:

- reference and information services in person, over the phone, via email, and through interactive online services such as *Q & A Café,*
- instruction in using personal computers and computer software and in navigating the Internet,
- large print books,
- digital audio books and books-on-tape,
- videocassettes with audible descriptive material for the blind or visually impaired,
- captioned videocassettes,
- resources for lifelong learning,
- a place to socialize,
- instruction in the use of online and electronic health information resources,
- applications for the State of California Talking Books Program,
- a toll-free telephone service that delivers an audio version of newspaper text to persons who are blind or visually impaired,
- delivery of books and extended loan periods for the homebound, *and*
- opportunities to volunteer and to participate fully in the intellectual and cultural life of the community.

LIBRARY PLAN OF SERVICE

HERCULES PUBLIC LIBRARY

Implementation:

Staff: The County Library will staff the Hercules Public Library with one Branch Librarian, one Youth Services Librarian, three paraprofessional Library Assistants, two Library Clerks and a total of 45 Library Student Assistant hours. The Branch Librarian and the Youth Services Librarian will work closely with the Hercules Library Commission to develop a volunteer program at the Hercules Public Library and to recruit a core group of volunteers to help design and implement library programs. The Youth Services Librarian will also work with the Library Commission to establish and recruit a teen advisory council to provide input to Library staff and Library Commission members on the design and implementation of library services and programs for teens. The Youth Services Librarian and Library Commission members will consult with Hercules Middle/High School staff and staff of the Hercules Recreation and Community Services Department who work with teens to identify potential candidates for the teen advisory council.

Programming: Library staff will cooperate with the Hercules Library Commission, Library volunteers, City staff, social service and child care providers, members of community organizations, and school district staff in designing and implementing Library programs. The scheduling of Library programs will be integrated into the City's overall schedule of events and the scheduling needs of targeted audiences will be an essential planning element. The Library will rely on partnerships with community organizations and agencies for program support. The Library will take advantage of the City's Web site, the County Library Web site, already established connections with local media and with local community cable television Channel 25 to promote Library programs.

Hours of operation: The Contra Costa County Library will operate the Hercules Public Library 35 hours per week from Monday through Saturday including weekday evening hours.

Collections: To support the programs and services of the Hercules Public Library and to meet the informational, cultural, educational and recreational needs of Hercules residents, the Hercules Public library will provide collections of print and audiovisual materials for adults, young adults and children. The collections will include hardcover, paperback books and large-type books, fiction and nonfiction, reference books, and books in the primary non-English languages spoken by Hercules residents. Audiovisual materials available for circulation will include audio book cassettes, audio book compact discs, audio music compact discs, DVD, children's media kits (audio cassettes with books) and both entertainment and educational videocassettes. The Library will subscribe to general interest adult magazines and local and national newspapers, young adult magazines and

children's magazines. The Library will provide access to a variety of electronic databases and electronic books.

The City of Hercules projects spending $600,000 to be augmented by the Contra Costa Library with funds from the first year operating budget for the Hercules Public Library and with materials donated to the Contra Costa County Library not designated for other library outlets. These combined resources will provide the Hercules Public Library with a projected opening day collection of 35,000 items. Contra Costa County Library projects allocating approximately $38,000 per year for materials acquisitions to the Hercules Public Library. The City of Hercules and the Friends of the Hercules Public Library will augment this amount with City funds and the proceeds of the Friends of the Library book sales.

The *Contra Costa County Library Collection Development Plan* says the "primary, but not singular role, of branch collections is to provide current, high-demand and high-interest materials in a variety of formats for all ages. In addition, branches may develop specific aspects of their collections to meet unique, clearly defined local needs." The *Plan* mandates community needs assessments as part of the collection planning process and requires the completion and annual revision of branch community profiles. Data collected in the needs assessment process will include demographics, local school performance ratings, a range of community based statistics, user and non-user surveys, collection use data and staff input.

Six months prior to the opening date for the Hercules Public Library, the Hercules Library Commission and Rose-Marie Westberg, Deputy County Librarian for Public Services, Contra Costa County Library, will review the *City of Hercules Community Library Needs Assessment*. They will update statistical information in the *Needs Assessment*, and conduct any additional community surveys thought useful or necessary. Using the *Needs Assessment* and any additional information gathered, they will prepare a branch community profile for the Hercules Public Library. The Collection Development Manager, and the County Library's Collection Development Team will use the *Branch Community Profile, Hercules Public Library* and vendor opening day guidelines in tandem to select, acquire and process an opening day collection for the Hercules Public Library. The collection will include the County Library's mandated core collection:

- current adult fiction,
- retrospective adult fiction including modern and traditional classics,
- literature,
- adult nonfiction including materials with self-help, legal, personal finance, job search, small business, consumer, travel, health, computer, academic and civil service test taking information,
- picture books for children,
- easy readers for children,

- children's fiction,
- children's nonfiction on state and country history, California missions, science experiments, animals, and biography,
- children's audio cassette/book sets,
- popular fiction and nonfiction for young adults,
- periodicals, *and*
- nonprint items such as music on compact disc, videos, and audio books.

In addition to core collection materials, the Hercules Public Library will include materials selected based on local needs. Those materials will include specific recommendations from teachers in the West Contra Costa Unified School District related to the curriculum needs of elementary and secondary school students in Hercules.

To meet the needs of bilingual and non-English speaking adults and children the collection will include materials in Tagalog, Spanish, Chinese, and Punjabi, and English as a second language materials. The County Library's Collection Development Department has established standing orders for Spanish and Chinese language materials with OCLC. OCLC selects collections of both adult and children's books and videos that are preprocessed and sent directly to the Library. Materials include both native Spanish language titles as well as titles translated into Spanish. Contra Costa County Library now subscribes to *Criticas: An English Speaker's Guide to the Latest Spanish Language Holdings.* This quarterly review of Spanish language books is an authoritative, one-stop source for English language reviews of new adult and children's holdings from the international Spanish language publishing world. The Library uses local vendors for Tagalog and Punjabi materials.

A new library will attract donations of materials. The Hercules Library Commission will work with Deputy County Librarians Rose-Marie Westberg and Cathy Sanford to develop a sensitive, efficient and effective gift materials procedure for donations to the opening day collection. The procedure will provide timely information to potential donors about collection needs and about the County Library's Gift Acceptance Guidelines. It will assure timely and appropriate recognition of gifts and prompt and complete processing of donated materials. It will recommend an appropriate plan for recognizing such gifts during opening day ceremonies.

To assure that the opening day collection and subsequent acquisitions reflect local goals and objectives and are meeting the needs of Hercules residents, the Hercules Public Library staff in cooperation with the Hercules Library Commission will conduct a user collection survey six months after opening day. Data gathered from the survey will be used by the Commission and Library staff to revise the *Branch Community Profile* and to reassess selection practices and to communicate that reassessment to the Collection Development Manager and the Collection Development Team.

Partnerships: The Community Library Needs Assessment process identified many potential community partners for the Library. Key informants and focus group participants from the City, other local agencies, community organizations and the West Contra Costa Unified School District are all excited about the many ways in which their organizations or agencies can provide support to the Library.

Ethnic and cultural organizations will:
- help the Library recognize and celebrate the community's racial and ethnic diversity,
- help plan and conduct programs,
- provide exhibits that promote knowledge of and celebrate cultural heritage,

- organize and recruit participants for English as a Second Language conversation groups,
- provide bilingual and ethnic storytellers,
- recommend non-English language materials and multicultural resources for addition to the Library's collection, *and*
- assist the Library in recruiting bilingual and multiethnic staff.

Senior Center staff and members of the Hercules Senior Citizens Club will:
- assist the Library in planning programs and services that best meet the needs of seniors,
- recruit Library volunteers particularly for the Book Buddies program,
- identify potential recipients of Books for the Homebound services, *and*

- help the Library identify and address barriers to Library services experienced by seniors.

The Hercules Chamber of Commerce will:
- work with the Library to put on an annual open house and orientation to the Library for Hercules' business community,
- help plan and implement workshops and seminars on topics of interest to small business people and home-based business operators,
- promote library services on the Chamber's Web site and in its publications,
- provide copies of its publications to the Library for the collection and/or for distribution,
- remind Chamber members to announce job openings at the Library *and,*
- encourage members to promote and support Library services and programs.

Community Service Organizations will:
- help the Library reach out to the disabled community,
- help the Library identify residents with special needs and help the Library address those need,
- promote Library services, *and*
- volunteer in the Library.

City of Hercules will:
- provide the Library with copies of current City documents,
- assign Recreation and Community Services staff to help plan and implement programs for adults, teens and children,
- promote Library services and programs,
- create online links between City Departments and the Library,
- assist the Library in videotaping Library programs and public events in the Library for subsequent viewing and/or community-wide distribution over the local cable television Channel 25,
- fund a Recreation and Community Services Department position to supervise the Computer/Homework Center in the afternoons, *and*
- foster communication between City staff, the Library Commission and Library staff.

West Contra Costa Unified School District and West Contra Costa Adult Education will
- provide information on school assignments to the Library,
- make recommendations of curriculum related materials and recommended reading titles for addition to the Library's collections for children and teens,
- partner with the Library in operating the Computer/Homework Center,
- help identify potential teen volunteers, *and*

- partner with the Library and the Hercules Recreation and Community Services Department in providing classes on topics such as the use of personal computers for seniors and other interested adults.

How overall plan of service meets needs: Residents of the City of Hercules need a public library to meet the community library service needs identified in the *City of Hercules, Community Library Needs Assessment*. Throughout the needs assessment process, participants indicated they wanted the library to provide "traditional" library services such as books for loan, story hours and reference assistance. The overall plan of service outlined in *Library Plan of Service, Hercules Public Library,* not only provides for "traditional" services, facilities and collections, but also addresses the special needs of this multicultural, family-centered, and progressive City.

The *Plan* places a high priority on serving the children of Hercules. There are a number of programs and services that reflect the high value the community places on providing kindergarten through 12th grade students with quality education and a supportive learning environment. The *Plan* also emphasizes programs for preschool children, their parents and caregivers and, thus responds to their expressed need for more local resources. To assure that programs and services for children and teens respond effectively to need and draw community support, the *Plan* invites stakeholders such as parents, teachers, childcare providers and students to participate in planning and designing library programs and services for children and teens.

The *Plan* recognizes the opportunities and resources available to the Library from Hercules' multicultural community. Hercules is a model of the new California suburban community with its mix of race and ethnicity. The residents of Hercules are justifiably proud of the City's diversity and are eager to work with the Library in developing programs and services that serve the needs of new citizens and non-English language speakers as well as fostering interracial and intercultural understanding and cooperation. The *Plan* takes advantage of the opportunities for forming partnerships with community organizations and relies on the language and cultural heritage expertise of members of these organizations in building effective collections of materials and in designing useful and meaningful programs and services.

The *Plan* recognizes the City's efforts to support local business and identifies opportunities to partner with the Hercules Chamber of Commerce in providing expanded local access to needed business information resources and services. The *Plan* relies upon input and support from the Chamber in building collections and in designing and implementing programs and workshops for Hercules' small business and home-based business community. It invites Chamber members to help plan an open house and orientation in the Library for the Hercules business community. The *Plan* looks to the

Chamber and the business community to help the Library promote library services and programs.

As important as children are to the City of Hercules, Hercules is concerned to make the City a welcoming and comfortable environment for its residents as they age. The *Plan* invites staff of the City's Senior Center and members of the Hercules Senior Citizens Club to assist the Library in designing programs and services that meet the needs of the City's older residents and in recruiting seniors as Library volunteers. Several plan elements such as book delivery for the homebound and outreach to residential care homes and assisted living facilities address access issues. The *Plan* also takes into consideration the lifelong learning needs of seniors. It acknowledges and accepts the offers of City Recreation and Community Services Department staff and of West Contra Costa Adult Education staff to work with the Library in developing and offering classes for seniors and other interested adults on topics such as navigating the Internet.

How Library Plan of Service Meets the Needs of K-12 Students and Why Specific Services Were Selected: Contra Costa County Library, the West Contra Costa Unified School District and the City of Hercules will jointly operate a Computer/Homework Center to be located in the new Hercules Public Library. During the community library needs assessment process conducted by the Hercules Library Commission, several residents identified the pressing need for a program to assist elementary through high school students with homework after school. They spoke about the difficulty Hercules students have in meeting their academic needs due to the lack of a local public library and the inadequacy of school libraries. They want to build cooperation between the community and the schools in providing a quality education and rich learning environment for all school age children and teens in Hercules. They suggested relocating the computer lab operated by the City of Hercules Recreation and Community Services Department from the Community/Swim Center to the Library.

Focus group sessions with parents, teachers and students and key informant interviews with school district staff were held as part of the needs assessment process. In those sessions and interviews, specific student library service needs emerged. Services needs identified included:
- one-on-one tutoring in math, reading and grammar, and chemistry,
- instruction for middle school and high school students in PowerPoint, Excel, Access, and other software,
- training in effective use of the Internet and online databases for school assignments,
- test preparation for SAT and other examinations,
- classes on job search skills and resume writing,
- classes for parents on assisting children with homework and on helping children succeed at school, *and*

- training for parents in effective use of the Internet including identifying appropriate sites for school projects on the World Wide Web.

To most effectively meet these needs, the Contra Costa County Library, the West Contra Costa Unified School District and the City of Hercules will be partners in a school/library joint venture project. The partners in the project will offer a number of services in a planned Computer/Homework Center in the Hercules Public Library.

- Hercules Public Library staff will work with professional development staff in the West Contra Costa Unified School District to plan and hold an open house and orientation for Hercules' kindergarten through 12th grade teachers in the Library every fall in order to foster school and public library cooperation.
  Need addressed: community and school district cooperation in providing a quality education and rich learning environment for all the children and teens of Hercules.

- Hercules Public Library staff will work with West Contra Costa Unified School District staff to develop and offer a range of computer literacy classes covering introductory to advanced skills.
  Needs addressed: instruction for middle and high school students in PowerPoint, Excel, Access and other software; training for parents in assisting children with homework and on helping children succeed at school.

- The Hercules Public Library will provide specialized print and electronic resources and access to the Internet and to the online databases offered by the Contra Costa County Library.
  Need addressed: training in effective use of the Internet and online databases for school assignments.

- The Hercules Public Library will provide bibliographies, pathfinders and lists of pertinent Web sites related to public school curriculum.
  Need addressed: increased local resources and support for kindergarten through 12th grade students in completing school assignments.

- The Hercules Public Library will provide quarterly programs for students and their parents on making effective use of the Internet and online databases offered by the Contra Costa County Library.
  Needs addressed: training in effective use of the Internet for school assignments; training for parents in effective use of the Internet including identifying appropriate sites for school projects on the World Wide Web.

- Hercules Public Library staff will work with Hercules Middle School staff to recruit and train high school students to tutor elementary and middle school students and with the City of Hercules to recruit seniors and other adults to tutor kindergarten through 12th grade students. West Contra Costa Unified School District staff will train volunteer tutors.
  Needs addressed: one-on-one tutoring in math, reading and grammar, and chemistry; volunteer opportunities for teens and seniors.

LIBRARY PLAN OF SERVICE

HERCULES PUBLIC LIBRARY

Jurisdiction Wide Services

Annually, as part of an overall budget and planning process, the Contra Costa County Library reviews library-wide goals and sets objectives for the coming fiscal year. The process begins with staff in all work units reviewing the activities of the past year and identifying objectives for the coming fiscal year. The output of each individual work unit is then meshed together with overall Library management goals and forms the final work plan for the Library. Each goal has specific objectives and measurable activities with lead responsibilities noted, as well as completion dates. Each work unit also develops a specific plan of service that is an outcome of the unit goals and objective process.

Contra Costa County Library's goals and the objectives established for fiscal year 2002-2003 are:

Goal #1:	Children and young adults in the community have access to a range of high quality services.

1. Increase attendance at existing preschool programs by 20%.
2. Attract new children to preschool programs so that 25% of registration/attendance will be by children ages 6 months to 5 years who have not previously participated in a preschool program.
3. Provide library cards and a library experience to all second graders through the Contra Costa Reads Program.
4. Develop and implement a new program that increases attendance of school age children by 20%.
5. Increase involvement of teens in planning, delivering and offering library services to teens.
6. In its first year, the Teen Reading Program will reach 10% of the target population grades 6-12.
7. The Library will partner with local schools to better serve students.
8. The number of Spanish or bilingual programs for children and their families will increase 20%.

Goal #2:	Community members are able to obtain materials and services to pursue their own learning and meet their individual information needs.

1. The Library's collections increase library circulation by 5%.
2. Offer programs that teach information literacy to people of various ages, backgrounds and stages of learning.

3. Provide public training to assist Library users to navigate the Library's electronic resources.
4. Offer collaborative programs for adults that bring new library users into the Library.
5. End users are able to access information when Library staff is not present.

Goal #3	Collections meet the variety of educational, recreational and cultural information needs of the community.

1. The Library selects and purchases collections efficiently and effectively to satisfy user demand for information based upon the priorities of the collection development plan.
2. The community has input into collection development planning.
3. Increase library collections of non-English language and multicultural materials by 30% for all ages and in a variety of media based on local community needs.

Goal #4:	The library recruits, hires, trains and retains the most competent personnel available to meet service expectations.

1. Create broad-based opportunities for all staff to participate on committees and in training.
2. Create core competencies for every classification with the assistance of staff from each classification.
3. Conduct regularly scheduled safety program and keep staff informed about issues of security and safety.
4. Building on recent successes, continue to develop methods to identify and attract qualified applicants, including such approaches as on-site recruitment at library schools, participation in job fairs, email postings.

Goal #5:	The Library provides a high quality volunteer program that offers meaningful opportunities to sustain and enhance the library service program.

1. Incorporate the participation of volunteers in each new service program in this planning cycle.
2. Increase the number of volunteers or the number of volunteer hours for current service programs by 20%.

Goal #6:	Communities are well informed about library services and needs.

1. Create a local publicity plan for marketing library services and programs.

2. Increase the number of outreach contacts, presentation, and media pieces to promote library services and programs by 20%.
3. Library staff will represent the library in community events.

Goal # 7:	**Technology is utilized to improve and increase public access to library materials and services.**

1. Increase the number of hits on the combined databases by 10%.
2. Increase the use of the *Q and A Café* by Contra Costa County residents by 25%.
3. The Library's Home Page provides exemplary services in the electronic world.
4. Develop an implementation plan for assistive technology.

Goal #8:	**Technology is used to improve staff efficiency to better serve the community.**

1. Work units will examine job tasks and identify at least one that will become more efficient with the use of technology.

Goal #9:	**Library facilities are inviting, accessible and meet community need.**

1. Create libraries that are functional and promote good public service by providing expertise in the planning of new library facilities.
2. Plan, renovate and expand existing facilities.
3. Improve the visual appearance and functionality of both public and staff areas of existing facilities.

In addition to providing a planning framework for local library services, the Contra Costa County Library also offers several jurisdiction-wide services that support and enhance local library services.

Services:

Administrative Support Services include Library Administration, Shipping, Community Relations, Graphics and Volunteer Services.
- *Library Administration* plans, organizes and directs the operation of the County Library; provides leadership and management in budgetary, personnel, operational and policy matters; and plans for the future of the County Library with the Library Commission, the regional library boards, representatives of the communities served by the Library, and staff.

- *Shipping* provides daily Monday through Saturday delivery of library resources to all library facilities and receives all resources, furniture and equipment delivered to the Library.
- *Community Relations* manages the Library's volunteer program, provides publicity for library programs and services and provides support to Friends of the Library groups.
- *Volunteer Services* assists branches in recruiting and training volunteers and coordinates the County Library's volunteer recognition activities.

Support Services include Automation, Technical Services, and Collection Management.
- *Automation* provides planning and operations for the information technology system as well as the wide area network linking all Library locations.
- *Technical Services* provides for catalog and database maintenance.
- *Collection Management* provides for selection, acquisition and processing of library materials, for fund accounting, and for interlibrary loan services.

Borrowers Services
- *Bookline* is a toll-free telephone line within Contra Costa County. Using the line patrons can access their library records to renew books, get a list of items checked out, get a list of fines and overdue charges, or find out if requested items are ready for pickup.
- *Books by Mail* provides delivery of books and audio books to patrons through the mail for a $3.00 charge per item. Items may be requested in person at the patron's local library, over the phone, or over the Internet. Items may be returned by mail, in person, or through a branch library book drop.
- *Circulation Services* allow library patrons to use their library cards in any County Library outlet and return materials checked out in any County Library outlet to any other County Library outlet.
- *Interlibrary Loans* allow patrons to request books from libraries outside the Contra Costa County Library for a $5.00 prepaid fee. (The County Library will soon participate in a direct loan program with other Bay Area libraries that will provide interlibrary loan services without a fee).
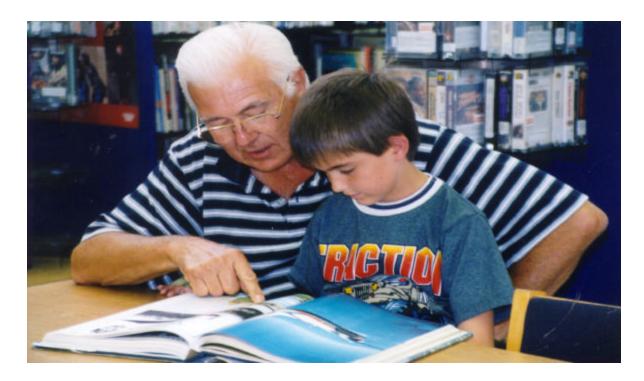
Reference and Adult Services
- *The Central Library* located in the geographic center of the County in the City of Pleasant Hill provides a partial depository of federal and state documents, a genealogy collection staffed by volunteers and the County Library's largest and most in-depth circulating and reference collections. On the staff of the Central Library are age level and subject specialists who provide collection, service, and program planning advice to local library staff, and who develop and conduct staff development activities jurisdiction-wide.

- *Infoline* is a toll-free telephone service that provides reference and information service to callers within Contra Costa County Monday through Thursday 9 a.m. to 9:00 p.m. and Friday and Saturday 9 a.m. to 6:00 p.m.
- *Project Second Chance* is the Contra Costa County Library's Adult Literacy Program. The program uses well-trained volunteers to provide one-on-one tutoring in reading and writing to adults over 16 years of age.

Youth Services

- *Book Buddies* recruits and trains volunteers to read aloud to both individual children and to small groups of children in the Library on an informal basis.
- *Contra Costa Reads* is a partnership between the Contra Costa County Library and PacBell to assure that every second grade student in Contra Costa County has a library card. Library staff members encourage parents and teachers of second grade students to bring them to the library for a visit and youth services librarians visit second grade classrooms throughout the County. PacBell provides funds for distribution of paperback books to second grade children in the County's less affluent communities.

- *The Summer Reading Program* encourages school age children to retain their reading skills by reading during the summer. It also encourages parents and caregivers of young children to read aloud to preschool and primary grade children. With this program, the Library hopes to make children lifelong readers for pleasure and library users. Prizes are awarded for 15 hours of reading during the 10-week program and an end of the Summer Reading Program celebration for children and their parents and caregivers is held in every County Library location.

- *Technology for Contra Costa County Teens in Transition* connects youth in juvenile detention facilities with public library resources and services through a partnership between The Contra Costa County Library and the Contra Costa County Probation Department. The program assists youth in detention facilities in securing a successful reintegration into the community. The program teaches youth in the County's detention facilities how to connect with information provided by public libraries that will help them succeed in achieving the goals they set for the future.

- *The Teen Reading Program* encourages teens to read for academic success, for personal development and for pleasure. The Library will kick-off this program in fall 2002 during the American Library Association's Teen Read Week. The program offers rewards to teens who complete 15 hours of reading during the six-week program. Participants who complete one or more book reviews in print or online on the Teen Reading Program page of the Library's Web site will be eligible for further prizes. The program will be promoted in private and public middle and high schools throughout the County.

- *The Wilruss Children's Library Trust* was established in 1996 with a generous donation from Mrs. Wilma Storms after the death of her husband Russell Storms. All proceeds from the *Trust* must be used to provide library services to children especially those living in low income communities in Contra Costa County. Through the *Trust* the Contra Costa County Library has launched two programs for toddlers and preschoolers.

  ➢ The first program, *Stories to Go,* was designed to encourage a love of books and of listening to stories among children who are unable to visit libraries. Using trained volunteers to read aloud and providing kits of books, props, puppets, songs and fingerplays, *Stories to Go* brings books and storytelling to the children whose life circumstances make visits to the Library difficult to impossible. The Library partners with the Contra Costa County Department of Human Services and Employment, Head Start Division, to place volunteers in preschool sites in low-income communities throughout the County. The program reaches more than 700 children annually through weekly programs.

➢ The second program, *Reach Out and Read,* is part of the national pediatric literacy intervention initiative. The Contra Costa County Library and the County Health Department are partners in this program designed to end the cycle of illiteracy in the County. The program brings books and reading experiences to children living in poverty whose parents do not read or do not speak English. The program reaches very young children and their parents during well baby clinic visits. Volunteers read aloud to and share books with children in clinic waiting rooms. Physicians and nurse practitioners advise parents on the importance of reading to children. Each child receives the gift of one new developmentally and culturally appropriate book at each clinic visit from six months old to five years old. The program reaches over 8000 children in a year in County Health Department Clinics in Richmond, Concord and Pittsburg.

Impact of a Hercules Public Library:

Building a public library in the City of Hercules will vastly improve the ability of the Contra Costa County Library to extend and promote library services to the residents of the City. Although there currently is no public library in Hercules, residents do make use of County Library services both by visiting County Library outlets in other cities in the County and through remote access over the Internet. However, without a library facility located in the City of Hercules, the Contra Costa County Library will continue to struggle to provide direct local services to meet the specific needs of residents. Achieving the library service objectives for Hercules outlined in this *Plan* without a local facility not only will be impossible but also will have a negative impact on the level and quality of service the County Library will continue to be able to provide in nearby communities. Building a public library in Hercules will provide a venue in the City through which the County Library will be to provide the well-trained staff and carefully selected resources necessary to deliver the wide range of informational, educational and cultural programs and services needed by the residents of Hercules.

WITHOUT A PUBLIC LIBRARY IN HERCULES

- Preschool children will continue to have limited opportunities for exposure to books and reading.
- Elementary and secondary school students will not have local and convenient access to the resources and services critical to their academic success.
- Families will have to continue to leave the City in the evenings and on weekends in search of recreational reading, listening and viewing materials and library programs or go without.
- Seniors will be hampered in finding recreational reading material and resources and programs to meet their critical information needs and to sustain lifelong learning.
- Small business people and home-based business operators will continue to lack adequate local resources to build and operate their businesses.
- English as a second language learners will not have adequate and easily accessible resources and services for English language development.
- The citizens of Hercules will miss out on the opportunity for an important link to City and County government.

> The City of Hercules wants a public library, the residents need a public library and the Contra Costa County Library is ready and willing to bring a program of needs-related resources and services to a new Hercules Public Library.

LIBRARY PLAN OF SERVICE

HERCULES PUBLIC LIBRARY

Technology

The Contra Costa County Library makes use of technology to improve and increase public access to library materials and services, to more effectively meet community library service needs, and to improve staff efficiency and proficiency. It uses technology to support its service philosophy of empowering users and bringing information and services to them. Technology allows the Library to provide services and information beyond the physical buildings, their staff and collections through the Contra Costa County Library Home Page. The Home Page provides convenient access to library services over the Internet for people who need information and services to come to them.

With the Home Page, the County Library seeks to meet the following objectives:
- to extend access to library services 24 hours a day, 7 days a week,
- to assist staff and the public by organizing Web content,
- to support collection development and augment current resources,
- to tie local events to library collections and programs, *and*
- to provide as many self-service options for the public as possible.

The Home Page provides full graphical access to the Library catalog, to the Internet, and to full-text subscription databases including electronic books and online readers' advisory services. The Home Page also facilitates access to and mediates searches on the Internet through links to recommended sites. Library users have access to most of these electronic resources from any County Library outlet as well as from their offices, schools, and homes. The Home Page also provides support to kindergarten through 12th grade students in completing school assignments, it supports information literacy with online Internet tutorials, and it brings library services directly to the homebound, to the disabled, to the County's many commuters, and to the business community.

The Library's Web site resides on a Sun server and an NT server. CARL Corporation provides the online public access catalog software. Library staff creates the Home Page that ties the catalog, the electronic databases and books together with information about library hours, programs and services. The Electronic Resources Specialist coordinates news items highlighting new electronic databases and services. The Webmaster uses DreamWeaver to create the look and feel of the site. Together they tie local resources, hot topics, and current events to library collections and services.

Even though the City of Hercules does not have at present a public library, the City and Contra Costa County Library are using technology to improve access to library services with the Hercules Library Connection. The Library Connection, located in the Hercules Community/Swim Center Computer Lab, provides Hercules residents with two computers connected to the Contra Costa County Library. Residents use the computers to request materials, access library databases, search the Internet and connect to the

County Library Home Page. Requested materials, whether requested online through Library Connection computers or from home, school or office computers, are delivered to the Community/Swim Center for pickup. Hercules residents already take advantage of the County Library's electronic services and resources. In the Hercules community-wide telephone survey conducted by Godbe Research & Analysis in January 2001, one in five of the survey respondents had visited the Contra Costa County Library Web site.

When the Hercules Public Library opens, Contra Costa County Library will integrate appropriate technology and electronic resources already available in other County Library outlets and over the Internet on the County Library's Home Page into the services and resources offered by the Hercules Public Library. They will also incorporate the specific needs identified in the *City of Hercules Community Library Needs Assessment* into the planning for future electronic resources and services.

How Library Plan of Service Uses Technology to Meet the Needs of K-12 Students and Why Specific Electronic Services and Resources Were Selected:

During the community library needs assessment process conducted by the Hercules Library Commission, several residents identified the pressing need for a program to assist elementary through high school students with homework after school. They spoke about the difficulty Hercules students have in meeting their academic needs due to the lack of a local public library and the inadequacy of school libraries. They want to build cooperation between the community and the schools in providing a quality education and rich learning environment for all school age children and teens in Hercules.

The joint venture project planned by the Contra Costa County Library in cooperation with the West Contra Costa Unified School District and the City of Hercules for the Hercules Public Library uses new technology to address the needs of elementary and secondary school students. The services and resources to be offered in the Computer/Homework Center envisioned in the joint venture project will rely heavily on new technology and electronic resources. The Center will provide twenty computer workstations to support computer literacy classes, to provide access to the Internet and the electronic databases offered through the County Library's Home Page, and to connect students needing homework assistance or test-taking practice to online resources and services.

Focus group sessions with parents, teachers and students and key informant interviews with school district staff were held as part of the needs assessment process. In those sessions and interviews, specific student library service needs emerged. Services needs identified included:

- one-on-one tutoring in math, reading and grammar, and chemistry,

- instruction for middle school and high school students in PowerPoint, Excel, Access, and other software,
- training in effective use of the Internet and online databases for school assignments,
- test preparation for SAT and other examinations,
- classes on job search skills and resume writing,
- classes for parents on assisting children with homework and on helping children succeed at school, *and*
- training for parents in effective use of the Internet including identifying appropriate sites for school projects on the World Wide Web.

The Hercules Public Library Computer/Homework Center will provide access to the Contra Costa County Library online public access catalog, the Internet and a range of electronic resources and services that directly address the identified needs of elementary and secondary students.

Elementary school students using the Computer/Homework Center will have access to *Kids Catalog Web (KC Web),* an easy-to-use and engaging graphical interface to Contra Costa County Library's children's collections. *KC Web* will also provide those children and their parents with over 11,000 pre-selected, age-appropriate, and content-specific links to the World Wide Web. Library staff and teachers can use *KC Web* to build pathfinders, booklists and links to selected Web pages to assist students in completing specific assignments. Access to this rich online resource expands elementary students' access to resources needed for school work and addresses parental concerns about effective use of the Internet by school children.

The Computer/Homework Center will provide secondary school students with online access to several electronic databases offered by the Contra Costa County Library specifically because the databases provide information critical to middle and high school curriculum. Those resources include:

- *Academic ASAP* that provides full-text periodical articles on current events, economics, education, history, humanities, literature and art, political science, psychology, religion, sociology, etc
- A literary database which includes *Contemporary Authors* with biographical and bibliographical information on more than 120,000 United States and international authors, *Contemporary Literary Criticism* with more than 35,000 critical essays on contemporary authors that include biographical and critical information as well as lists of principal works and suggestions for further study, and *Dictionary of Literary Biography* with nearly 10,000 biographical and critical essays on the lives, work, and careers of influential literary figures for all eras and genres.
- *Opposing Viewpoints Resource Center* a database providing a complete, one-stop source for information on social issues. Content includes viewpoint articles, topic

overviews, statistics, primary documents, links to Web sites, and full-text magazine and newspaper articles.

- *Student Resource Center-Gold* which is a fully integrated database containing thousands of curriculum-targeted primary documents, biographies, topical essays, background information, critical analyses, full-text coverage of over 1,000 magazines and newspapers, over 20,000 photographs and illustrations, and more than 8 hours of audio and video clips.

When the Hercules Public Library opens school personnel, trained volunteers and professional Library staff in the Computer/Homework Center will be available to assist secondary school students in making use of these resources. Assistance in using these resources and access to them vastly increases the information resources available to secondary school students in Hercules and improves their chances for academic success.

The Library will use technology to respond to the need secondary school students expressed for assistance in preparing for SAT and other examinations. Students will have access in the Computer/Homework Center to *Learnatest.com*. With this online service students and adult test-takers can practice taking tests online with immediate scoring for ACT, SAT, GED and other academic exams as well as for civil service, military, law enforcement, real estate and other career entrance exams and the United States Citizenship Test.

Students, their parents and teachers identified the need for after school tutoring for elementary through secondary school students. The Library will integrate new technology to augment the assistance provided by volunteer tutors in the Computer/Homework Center. Students using the Computer/Homework Center will have access to *Live Homework Help with tutor.com*. Live tutors provide instruction in English, math, science and social studies for students in grades four through twelve over the Internet. Students connect from the Library to qualified tutors for up to 20-minute, individualized, live tutoring sessions. Tutoring is available at the advanced placement level as well and a Spanish language version is scheduled for summer 2002 release.

The Library will also use new technology to extend student access to skilled reference librarians by providing students in the Computer/Homework Center with access to *Q & A Café*. *Q & A Cafe* is a live online reference service of Contra Costa County Library and library communities in the Greater Bay Area Golden Gateway Library Network designed to answer brief, factual questions or to suggest sources of information on desired topics. It utilizes state-of-the-art interactive software (or push technology) to guide the library visitor through an information search, displaying Web pages, sending documents from library databases, and suggesting other sources of information.

The Library will also incorporate multimedia authoring tools and videoconferencing to provide the training and instruction students, their parents and teachers identified as a need in the community library needs assessment process. County Library staff will employ multimedia authoring tools to integrate graphics, text, music, video and animation for interactive demonstrations, step-by-step simulations of library services, for software tutorials and online help files that will be accessible in the Hercules Public Library Computer/Homework Center. They will use videoconferencing to bring remote and interactive workshops and classes to the Computer/Homework Center and to students using the Center.

The Computer/Homework Center, in integrating new technology to provide expanded resources and services, will also serve the needs of the general public. It will provide a facility for classes on computer literacy for seniors and other interested adults to be offered by the Library in collaboration with staff of the Hercules Senior Center and West Contra Costa Adult Education staff. The Center can be used to provide instruction for parents on assisting their children in making effective use of the Internet and other online resources and services for academic success. The Center can also be used by the Library and the Chamber of Commerce as an appropriate location for conducting the seminars and workshops for the Hercules business community that the Library and the Chamber will cosponsor.

Current Electronic Resources and Services

Current electronic resources and services offered by the Contra Costa County Library and planned future resources and services are described below. An analysis of the library service needs identified in the *City of Hercules Community Library Needs Assessment* addressed by each resource and service is included.

Online Public Access Catalog: In addition to providing in-library and remote access to the collections of Contra Costa County Library's 23 outlets, the Library's Web-based online public access catalog provides access to 3,279 e-books. It also offers *YouSeeMore*. *YouSeeMore* is a dynamic interactive portal that integrates with the Library's Web site and allows users to create a personal Web page on the Library's Web site with streaming media, resources, and information based on their individual preferences. Users can also create stored searches for items that are of ongoing interest to them. *YouSeeMore* also provides patrons with access to *RatingZone*, a unique Web service that recommends books, movies, and music to patrons based on patron expressed preferences. *YouSeeMore* also provides images of book jackets, tables of contents, and over 250,000 reviews and recommendations encompassing fiction and nonfiction materials for adults, young adults and children. The information also includes fiction and biography profile data, summaries, author notes, and excerpts.

HERCULES PUBLIC LIBRARY

The Contra Costa County Library is a depository for state and federal government documents. Many of the items in the depository collection housed in the Central Library were not part of the Library's catalog database. New technology has made it possible not only for the County Library to begin to add print materials in the depository collection to the online public access catalog, but also to create links from the catalog record to the electronic version of the document for remote users of the catalog. The Library also provides links from the Library's Web site to government documents available in electronic form only.

Library cardholders can check their record online, place holds, renew items from the Library Web site, and receive email notification of overdue materials and holds ready for pickup. County Library patrons are able to subscribe to an e-newsletter that notifies them about new library resources and services. As part of the County Library's *Collection Development Plan*, patrons are able to complete an online purchase suggestion form.

Kids Catalog Web (KC Web) is an easy-to-use and engaging graphical interface to the Library's children's collections. It offers over 11,000 pre-selected, age-appropriate, and content-specific links to the World Wide Web. The content of the *Kids Catalog Web* is customizable to build curriculum pathfinders, booklists and links to selected Web pages.

Needs addressed: Hercules residents are active library users even though they do not have a library of their own. The Library's online public access catalog makes it possible for them to have the services of the Library Connection in the Community/Swim Center until such time as a Hercules Public Library can be built. Once the new Library is built, the County Library's online public access catalog will extend access to library resources and services beyond the walls of the Library taking resources directly to businesses, schools and students, and the homebound and disabled over the Internet. The online public access catalog will also support the services of the Computer/Homework Center.

Customized surveys: Contra Costa County Library is part of the Greater Bay Area Golden Gateway Library Network, a zPro Member of Zoomerang, created by MarketTools. Zoomerang membership allows the County Library to conduct user and non-user surveys, to get prompt responses to questions and to analyze data in real time.
The Library can quickly create and customize surveys on topics such as customer satisfaction, event planning, new services testing and much more. Results are captured and presented in graphically rich format in real time and are accessible from any Web browser.

Need addressed: This resource will assist the Hercules Library Commission and the Hercules Public Library staff in updating and revising the community library needs assessment. It will help them determine the efficacy of the *Library Plan of Service* and

the *Branch Community Profile* and appropriately revise and update both in order to provide services and collections that meet changing community needs.

Databases: Contra Costa County Library offers a varied selection of electronic databases.

General Information
- *General Reference Center* integrates a variety of sources in one easy-to-use interface; it includes articles from magazines, reference books and newspapers, many with full-text and images.
- *InfoTrac OneFile* is a one-stop source for news and periodical articles on a wide range of topics including business, computers, current events, economics, education, environmental issues, health care, hobbies, humanities, law, literature and art, politics, science, social science, sports, technology, and many general interest topics. There are millions of full-text articles, many with images. The database is updated daily.
- *Health and Wellness Resource Center* provides magazine, journal and newspaper articles and definitions and directories on fitness, pregnancy, medicine, nutrition, diseases, public health occupational health and safety, alcohol and drug abuse, prescription drugs, etc. The database includes links to diet, cancer, and health assessment sites as well as government databases.
- *Health Reference Center* provides articles on fitness, pregnancy, medicine, nutrition, diseases, public health, occupational health and safety, alcohol and drug abuse, HMOs, prescription drugs, etc.
- *National Newspaper Index* provides quick access to the indexing of America's top five newspapers (*The New York Times, The Wall Street Journal, The Christian Science Monitor, Los Angeles Times and The Washington Post)* in one seamless search.
- *netLibrary* is a collection of electronic full-text scholarly and reference books.
- *Novelist* is a reader's advisory resource that helps fiction readers find new authors and books.
- *What Do I Read Next?* greatly enhances the ability of the local library to meet their need for readers' advisory assistance and expands local resources for book discussion groups. This database includes nearly 100,000 recommended titles, more than 53,000 plot summaries, and awards information from 557 awards, all to help users uncover new reading adventures, find long-remembered favorites, and discover award-winning titles.

Needs addressed: Hercules' adult and student population must travel outside the City to get access to print copies of current periodicals, reference books, and government documents. They currently have access over the Internet from home, office, or school computers or from the two workstations located in the Community/Swim Center to

the large selection of magazine and newspaper articles, government documents, and reference resources these databases offer. This access does not obviate the need for a local library collection of well selected and organized print and audiovisual materials in meeting the information and research needs of adults and students. However, it does mitigate the impact of the current lack of a local library. When the Hercules Public Library opens access to these databases will provide students and adults with a greater depth and scope of resources than it is possible to provide in a single branch library location.

Business Information
- *Business and Company Resource Center* brings together company profiles, brand information, rankings, investment reports, company histories, chronologies and periodicals to provide detailed company and industry news and information.
- *FIS online* covers over 10,000 public companies and provides their SEC filings; provides company data on over 14,000 international companies; provides presentation-quality reports on over 1,700 NYSE, AMEX, and NASDAQ companies; and provides information on 4,000 now defunct companies from 1995 onward.
- *General Business File ASAP* provides analysis of company performance and activity, industry events and trends as well as the latest in management, economics and politics, and access to broker research reports, trade publications, newspapers, journals and company directory listings with full text and images available.
- *PROMPT, Predicast Overview of Markets and Technology* allows users to research companies, the products and technologies they produce and the markets in which they compete. It offers summaries and full-text from nearly 1,000 business and trade journals, industry newsletters, newspapers, market research studies, news releases, and investment and brokerage firm reports.

Needs addressed: The *Community Library Needs Assessment* notes that the City of Hercules supports the business community and acknowledges the need for more extensive local resources for business information. City leaders and staff also identified their need for access to current business and financial information. Business people and City leaders and staff currently have access over the Internet from their homes or offices, to the extensive business information provided by these databases. Although access to these databases does not fully meet the library service needs of the business community and of City leaders and staff, it does mitigate the impact of the current lack of a local library. Access to these databases, combined with the services, programs and print resources a new Hercules Public Library will offer, will greatly enhance access to critical information for these two important community constituencies.

Curriculum Related Databases

- *Academic ASAP* provides full-text periodical articles on current events, economics, education, history, humanities, literature and art, political science, psychology, religion, sociology, etc.

- *Contemporary Authors, Contemporary Literacy Criticism Select,* and *Dictionary of Literary Biography* are combined in one database. *Contemporary Authors* provides complete biographical and bibliographical information on more than 120,000 United States and international authors. *Contemporary Literary Criticism* collects more than 35,000 critical essays on contemporary authors with biographical and critical information as well as lists of principal works and suggestions for further study. *Dictionary of Literary Biography* provides nearly 10,000 biographical and critical essays on the lives, work, and careers of influential literary figures for all eras and genres.

- *Opposing Viewpoints Resource Center* draws on the acclaimed social issues series published by Greenhaven Press as well as core reference content from other Gale and Macmillan Reference USA sources to provide a complete one-stop source for information on social issues. Content includes viewpoint articles, topic overviews, statistics, primary documents, links to Web sites, and full-text magazine and newspaper articles.

- *Student Resource Center-Gold* is a fully integrated database containing thousands of curriculum-targeted primary documents, biographies, topical essays, background information, critical analyses, full-text coverage of over 1,000 magazines and newspapers, over 20,000 photographs and illustrations, and more than 8 hours of audio and video clips.

Needs addressed: At present, elementary and secondary school students do not have access to a local public library to augment the limited resources of their school library media centers. There is community consensus that a top priority for the Hercules Public Library will be to provide students, their parents and their teachers with all the information resources both print and electronic necessary for elementary and secondary school students to successfully complete assignments and fulfill their academic goals and objectives. Those students who have access to the Internet have access to these databases now and can use them to augment the resources of the school library media center and to mitigate the impact of the current lack of a public library in Hercules. When the Hercules Public Library opens the assistance of professional staff in the Library and of school personnel, trained volunteers and professional Library staff in the Computer/Homework Center will be available to elementary and secondary school students. That assistance will guide students in the use of these databases as well as print resources. Students will have access to a vastly increased number of resources and to the greater depth and scope of information essential to their academic success.

The literary databases will also serve the needs of those Hercules residents who currently lack a local source of recreational reading material and those residents who want the Library to sponsor book discussion groups.

Spanish Language
- *Informe* is a collection of full-text articles in Spanish on law, health, technology, culture, current events and other topics.

  Need addressed: The *City of Hercules Community Library Needs Assessment* identifies Spanish as one of four languages spoken as the primary language in a significant number of homes in Hercules or spoken by English language learners in elementary schools in Hercules. The Hercules Public Library will offer print materials in Spanish. The scope of Spanish language materials available to the Spanish speaking community in Hercules will be extended by this electronic resource and the information in Spanish will be available to them from outside the library 24 hours a day, seven days a week. Until the Hercules Public Library opens, Spanish language speakers with access to the Internet have this resource available to them without having to leave the City.

Database available In Library only
- *Newsbank* is a collection of full-text articles from selected California newspapers. It is available from any Contra Costa County Library outlet and will be available in the Hercules Public Library.

  Needs addressed: While access to this database is limited to in-library users, it does extend access to current information about California and its cities and counties by providing access to more California newspapers than it is possible to provide in a print or even microfilm collection. Access to the newspapers of other locales will be useful to City leaders and staff, to business people and to students working on current political, economic, environmental and other issues of particular significance to California and its cities and counties.

*Learnatest.com***:** Students and adult test-takers can practice taking tests online with immediate scoring for ACT, SAT, GED and other academic exams. Available practice tests include civil service, military, law enforcement, real estate and other career entrance exams and the United States Citizenship Test.

Need addressed: Hercules' high school students need assistance in making the transition from high school to career or college. The Hercules Public Library Computer/Homework Center will provide classes in test-taking skills for high school students. *Learnatest.com* provides access to test-taking information to Hercules' high school students through

school and home computers until the Library is built and will augment the Computer/Homework Center program once the Library opens.

Q&A Café: *Q & A Cafe* is a live online reference service of Contra Costa County Library and library communities in the Greater Bay Area Golden Gateway Library Network. The service is designed to answer brief, factual questions or to suggest sources of information on desired topics. It utilizes state-of-the-art interactive software (or push technology) to guide the library visitor through an information search, displaying Web pages, sending documents from library databases, and suggesting other sources of information. Patrons may access this service seven days a week from 2:00 p.m. to 9:00 p.m. and will eventually have 24 hour a day, 7 days a week access. Contra Costa County Library patrons have access to online tutors at *tutor.com* as a free referral from and extension of the services provided by *Q & A Café.*

Need addressed: This online service helps bring reference services to Hercules residents while they are without a local library. Once the Hercules Public Library is built this electronic resource will continue to serve those residents who need library information services delivered directly to them. This service will expand access to information services for Hercules' many commuters, for the City's business community and for students in Hercules' elementary and secondary schools. It will extend information services beyond the Library's walls to homebound residents and those with disability and other physical access issues.

Live Homework Help with tutor.com: Contra Costa County Library currently offers this program at four of its library locations. Plans are to offer the program at the Hercules Computer/Homework Center. Live tutors provide instruction in English, math, science and social studies for students in grades four through twelve over the Internet. Students connect from the Library to qualified tutors for up to 20-minute, individualized, live tutoring sessions. Tutoring is available at the advanced placement level as well and a Spanish language version is scheduled for summer 2002 release.

Need addressed: The *City of Hercules Community Library Needs Assessment* identified the need elementary and secondary school students have for after school tutoring. *Live Homework Help with tutor.com* will augment the assistance provided by volunteer tutors in the planned Computer/Homework Center in the new Hercules Public Library and will provide online access to tutoring services even when volunteer tutors are not available in the Center.

Planned Future Resources and Services

The Contra Costa County Library bases its plan for future technological resources and services on the needs of the individual communities served as well as the needs of the

County as a whole. The Library integrates technology into its plan of service to enhance access to library resources and services and to improve the efficiency of library operations that support delivery of both resources and services. A number of new technologies that will enhance the Library's ability to provide information, recreation and cultural resources, to fulfill the Library's role of support to formal education, to meet the needs of non-English language speakers, and to facilitate citizen access to government are in the planning stages.

Audible for Libraries: Audible for Libraries provides digital audio books online for library users. This commercial program enables the County Library to purchase and loan audio titles on a library-controlled set of AudibleReady MP3 players as well as Internet audio service for personal computers, portable digital audio players, and personal digital assistants. Content providers consist of more than 165 leading audio book publishers, broadcasters, magazines and newspapers including the *Wall Street Journal* and the *New York Times*, business information services, authors, and educational and cultural institutions.
Target date: July 2002

Needs addressed: Audio books serve the needs of Hercules' many commuters as well as the needs of seniors, and the visually impaired. This service allows the County Library to significantly expand the selection of audio versions of titles available in the print collections of individual branch libraries.

Chinese language e-books: The County Library will provide a subscription based library of the most popular Chinese titles in electronic book format, including works by authors such as Wang Shuo, Jia Pingao, Chi Li, Fang Fang, and Er Yuehe. There are some bilingual titles including young adult classics. The software supports both Chinese simplified and traditional fonts.
Target date: August 2002

Needs addressed: Chinese is the primary language spoken in roughly 6% of the households in Hercules. Chinese language e-books will significantly augment the Chinese language print collection planned for the Hercules Public Library and allow the Library to more effectively meet the needs of this part of the community.

Digital Materials Flow Management: With the use of a digital identification system, the Library will optimize the handling, processing and security of library materials as they move out of, back into and throughout the Library. Benefits beyond those offered by the current self-check system used by the Library include: readers that multi-task by reading shelves verifying or updating inventory status and collecting data; real time customer check-in with instant patron receipt and automatic resensitizing; customizable sorting by location or status; and portable devices.

HERCULES PUBLIC LIBRARY

Target date: Opening Day, Hercules Public Library

Needs addressed: Will facilitate handling circulation in the new Hercules Public Library providing patrons with improved access to materials and more efficient service response.

E-commerce and other online service options: Contra Costa County Library will partner with Contra Costa County government to make e-commerce and other online services available through the Library's Internet workstations and the Library's Web site. Library patrons will be able to conduct business with County Departments online. The County's Department of Information Technology staff will train both the public and Library staff in the use of e-commerce and the online service options available. The Library and the County will work together to promote these services.
Target date: August 2002

Needs addressed: Many Hercules residents are commuters. Such a link to County government and its services will greatly enhance the ease of doing business with the County for Hercules residents. With this technology, the Library will be able to fulfill the role of community information center not only within the walls of the Library but also remotely over the Internet.

Hand-held electronic devices: The Library is considering the acquisition and use of hand-held electronic devices beyond those used for audio listening to include those used for circulation and for staff and public use with the online catalog.
Target date: FY2003/2004

Needs addressed: These devices will increase the self-service options for library users as well as increasing staff efficiency.

Instant messaging: The Library is considering using instant messaging for reference to improve and facilitate public service delivery through LotusNotes.
Target date: FY2003/2004

Needs addressed: Helps meet the need of library users for immediate access to well-trained staff.

Multimedia authoring tools: County Library staff will employ these tools to integrate graphics, text, music, video and animation for interactive demonstrations, step-by-step simulations of library services, for software tutorials and online help files.
Target date: July 2002

Needs addressed: Hercules residents expressed a need for well-trained helpful staff to assist them in making the most effective use of library services and resources. This

technology will allow the County Library to expand and extend access to staff expertise not only in Hercules but also throughout the County. Future applications may make access to these multimedia tools available to users over the Internet from their homes, offices or schools.

Videoconferencing and video production/presentation systems: These systems will be used in the Hercules Public Library to bring remote and interactive seminars, workshops and conferences to the Library and its users. They will also be used to record and disseminate library programs and community events.
Target date: Opening Day, Hercules Public Library

Needs addressed: Videoconferencing will enhance the Library's ability to provide support to local business, to encourage and support lifelong learning for seniors and other interested adults, to meet the specialized needs of English language learners and the disabled. These systems also support the Library's role as both a community gathering place and its role as a community information center.

LIBRARY PLAN OF SERVICE

HERCULES PUBLIC LIBRARY

Executive Summary - Technology

The Contra Costa County Library integrates technology into its plan of service to improve and increase public access to Library resources and services, to more effectively meet local community library service needs, and to improve staff efficiency and proficiency. Technology allows the County Library to provide services and information beyond the physical buildings, their staff and collections. Technology enhances the County Library's ability to assure that all the County's residents without regard to their economic ability, educational achievement or social status have access to the wealth of information now available in digital format and over the World Wide Web.

The *Library Plan of Service, Hercules Public Library* integrates technology to address a variety of community needs and to expand the scope and depth of resources that will be available in the Library. It also uses technology to extend access to Library resources and services beyond the walls of the Library so that they will be available after Library hours and to residents unable to visit the Library. When the Hercules Public Library opens Hercules residents will have local access not only to a collection of print and audiovisual materials, but also access to the full array of electronic resources and services offered online by the Contra Costa County Library through its Home Page. Hercules residents will find the value of these services and resources enhanced by instruction and guidance in using these resources and services available at the Hercules Public Library.

The Computer/Homework Center addresses the community priority of providing support for elementary and secondary school students. The Center will provide twenty computer workstations. From those workstations, students will have access to the electronic resources and services provided by the Contra Costa County Library. Elementary school students will use the *Kids' Catalog Web* to find age-appropriate and content-specific links to the World Wide Web. Secondary school students making the transition from high school to college or career will be able to practice test taking for both academic and career entrance exams online through *Learnatest.com.* The electronic databases offered through the Contra Costa County Library's Home Page including the general reference databases and electronic resources that target specific curriculum needs such as *Contemporary Authors* and *Opposing Viewpoints* are important resources for students working on term papers and class assignments. The one-on-one tutoring services offered in the Center will be augmented by access in the Center to *Live Homework Help with tutor.com.* Homework assistance in the Center will be supplemented by access to *Q &A Café.* With *Q and A Café,* users have live contact online with a reference librarian who provides answers to brief factual questions and suggests sources of information on specific topics.

The *Library Plan of Service, Hercules Public Library* uses electronic services and resources to enhance its role as a lending library of popular materials. Hercules Public Library patrons will have access in the Library and from home, office or school to the Contra Costa County Library online public access catalog. The catalog provides them with access to all the titles held by library outlets countywide. They can place holds on circulating materials and initiate delivery of those materials to the Hercules Public Library electronically. The Contra Costa County Library enhances the lending of popular materials with online readers' advisory

services such as *Novelist* and *What Do I Read Next?* and with the online public access catalog enhancements provided by *YouSeeMore.*

The *Library Plan of Service, Hercules Public Library* integrates technology to meet the needs of adults seeking information for personal research and lifelong learning. The general, health and business information resources available serve the needs of individual adults seeking information to solve problems, improve job skills, pursue hobbies or satisfy intellectual curiosity. The Library will use the technology available in the Computer/Homework Center when it is not in use by students to offer, in partnership with the City of Hercules Recreation and Community Services Department and West Contra Costa Adult Education, computer literacy classes for seniors and other interested adults. The Hercules Public Library users will have enhanced access to Contra Costa County government. In summer 2002, Contra Costa County and the County Library will partner to provide e-commerce and other online services from County government through the Library's Home Page. The County's Department of Information Technology will provide training to Library staff and Library users to promote the effective use of these services.

The Community Library Needs Assessment identifies the community consensus that the Library must provide resources to support local economic development. Business people and City leaders and staff will have greatly enhanced local access to a wealth of business and financial information not only from business information databases such as *General Business File ASAP* but also from more general electronic resources such as *National Newspaper Index*. The Library will partner with the Hercules Chamber of Commerce to provide workshops and seminars for local business people and will make use of computer workstations, videoconferencing and video production and presentation equipment to conduct effective professional programs to meet the information needs of the business community.

Chinese and Spanish speaking residents of Hercules will not only find collections of print and audiovisual materials in Chinese and Spanish, but also online resources in both languages. The County Library currently provides *Informe,* a collection of full-text articles in Spanish on law, health, technology, culture, current events, etc. In August 2002, Chinese language e-books, a subscription based online library of the most popular Chinese contents, will be available.

The Contra Costa County Library also integrates technology into its plan of service, as will the Hercules Public Library, to provide access to library resources and services to the homebound and physically disabled over the Internet, and access to audio versions of newspaper text over a toll-free telephone line. The Library plans to enhance service to the visually disabled, in future, by acquiring and providing user access to hand-held listening devices. This equipment will provide audible access in the Library to the Library catalog and self-service checkout workstations.

The Contra Costa County Library integrates technology to provide access for all residents regardless of means or ability to the broadest scope and greatest possible variety of resources and service options. Annual evaluation of performance, reassessment of needs and revision of objectives, allow Contra Costa County Library to respond to changing community needs and to take advantage of new technological developments and opportunities to meet those needs.